



State of Louisiana
Louisiana Department of Health
Bureau of Health Services Financing

VIA E-MAIL ONLY

June 23, 2018

Ms. Allison Young, CEO
UnitedHealthcare Community Plan
3838 N. Causeway Blvd., Suite 2600
Metairie, LA 70002

Dear Allison:

RE: Updated Notice of Action Regarding Authorization of Adult Mental Health Services

By Notice of Action dated April 26, 2018, you were notified that UnitedHealthcare (UHC) had failed to establish a process to authorize mental health rehabilitation (MHR) services. That notice required that compliance be demonstrated by UHC by July 1, 2018. Since that notice, LDH staff and UHC behavioral health staff have worked together to ensure that the authorization process created would be one that would not be difficult for providers to navigate, which necessitates an extension of the original compliance deadline.

It is LDH's understanding that, beginning September 1, 2018, all MHR services will be prior authorized through a portal that will be available July 7, 2018. The following actions will occur between now and September 1, 2018:

- 1) UHC will create a one-time authorization for all enrollees currently receiving MHR services and will be sending providers notification of the authorization number and end date of authorization. Providers will not need to take any action for these enrollees until these one-time authorizations expire;
- 2) For new enrollees seeking MHR services on or after September 1, 2018, providers will need to obtain prior authorization from UHC using the new portal;
- 3) The CALOCUS/LOCUS and the Enrollee Choice Form will be required for all new and subsequent authorization requests for MHR services;
- 4) UHC will provide information to providers that training regarding the authorization process will be provided;
- 5) Beginning in September 2018, UHC will hold monthly meetings open to all MHR providers to troubleshoot authorization issues, provide retraining, answer questions and identify providers needing individual follow up meetings. UHC Provider

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- Advocates will schedule follow-up meetings with individual providers to conduct additional education and training sessions as needed; and
- 6) UHC will update the Provider Portal and Provider Handbook addendum for Louisiana with information about MHR authorization requirements.

In addition, the authorization requirement will not be applied to UHC's claims system until November 1, 2018. This 60-day lag will allow UHC to identify which providers are submitting claims without obtaining authorization and conduct outreach to them to identify barriers to following the required processes. This lag will also help reduce provider abrasion and enable providers to continue to get payment for services during the implementation of the authorization process for MHR services.

If UHC has not implemented fully the authorization process by **September 1, 2018**, LDH will impose a penalty of \$5,000 per day of continued non-compliance in accordance with Section 20.3.3 of the contract.

Please do not hesitate to contact Darrell Montgomery or me if you have any questions.

Sincerely,



Stacy Guidry
Section Chief, Health Plan Management

cc: James Hussey, MD
Jennifer Katzman
Tricia Lea
Karl Lirette
Darrell Montgomery
Jen Steele
Karen Stubbs
Kim Sullivan
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File #: UHC2-09